

ADDEDUM #1

ERIE COUNTY SHERIFF'S OFFICE INMATE PHONE SERVICE RFP#1204VF

1.0 SCOPE/INTENT

The Erie County Sheriff Office (ECSO) is requesting sealed proposals for a fully operational, flexible, secure and reliable inmate telephone system. The provision of inmate phone service and the quality and reliability of service are a high priority.

Suppliers offering a proposal in response to this R.F.P. shall be responsible to submit technical solutions based on their programs that meet or exceed the goals and objectives set forth herein.

PROPOSAL SUBMISSION:

Proposals must be submitted in complete original format by mail or by messenger to the following address. Questions shall be submitted to same via email:

ATTN: Dan Centinello
10 Delaware Ave
Buffalo, New York 14202
centd2@erie.gov

All proposals received shall be notated as follows on the outside of the envelope:

PROPOSAL: INMATE PHONE SERVICE RFP#1204VF
ERIE COUNTY HOLDING CENTER
ERIE COUNTY CORRECTIONAL FACILITY

2.0. Project Information

Site Name, Address & Telephone	Average Daily Population	Inmate Telephones	Workstation Qty
ECHC 40 Delaware Ave Buffalo, NY 14202	500 (Capacity of 680)	90	2
ECCF 11581 Walden Ave Alden, NY 14004	750 (Capacity of 1070)	98	2
Yankee Facility		12	

ECCF			
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Current rate information:

Collect * Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Average Call Duration	Average Call Price	Current Commission %
Local	1.75	.10	.10	N/A	N/A	47%
Intra LATA	1.75	.20	.20	N/A	N/A	47%
Inter LATA	3.95	.40	.40	N/A	N/A	47%
InterState	3.95	.89	.89	N/A	N/A	47%
International	5.00	1.00	1.00	N/A	N/A	47%

Debit * Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Average Call Duration	Average Call Price	Current Commission %
Local	2.00	.00	.00	N/A	N/A	47%
Intra LATA	2.63	.13	.13	N/A	N/A	47%
Inter LATA	4.00	.50	.50	N/A	N/A	47%
InterState	4.25	.75	.75	N/A	N/A	47%
International	2.50	1.00	1.00	N/A	N/A	47%

Pre-Paid Collect * Call Category	Surcharge or Connect Fee	First Minute	Add'l Minute	Average Call Duration	Average Call Price	Current Commission %
Local	1.75	.10	.10	N/A	N/A	47%
Intra LATA	1.75	.20	.20	N/A	N/A	47%
Inter LATA	3.95	.40	.40	N/A	N/A	47%
InterState	3.95	.89	.89	N/A	N/A	47%
International	5.00	1.00	1.00	N/A	N/A	47%

* Rates do not include State, Federal, and Local Taxes or Regulatory Fees

2.1 SCHEDULE OF EVENTS

The following is the schedule of events listed in the order of occurrence, showing the major milestones from issuance of the R.F.P. to the contract award:

<u>Event</u>	<u>Date</u>
RFP Issuance	January 24, 2012
RFP Questions Due	January 31, 2012 centd2@erie.gov
Proposal Due Date	February 27, 2012

The ECSO reserves the right to change the schedule of events, as it deems necessary. In the event of a major date change, known participants will be notified.. The ECSO also reserves the right to issue addenda to the R.F.P. up to seven (7) days before the proposal due date to clarify the requirements and respond to bidder questions. Vendors shall acknowledge receipt of all addenda in their proposals.

2.2 PROPOSAL FORMAT

To enable the Selection Committee to fairly evaluate each proposal, each bidder shall use the following proposal format:

Cover Letter
Table of Contents
Executive Summary
Point-by-Point RFP Response
Commission Offer Form and Sample Commission Calculation
Rate Information
References
System Information Attachments or Exhibits

2.3 CONTRACT PERIOD

Any contract awarded as a result of this R.F.P. shall remain in effect for a period of sixty (60) months from date of installation. Upon expiration of the initial term, this agreement may be renewed for up to two (2) consecutive additional one (1) year terms, provided both parties mutually agree in writing. Notice to extend under this provision shall be provided to the contractor no less than sixty (60) days prior to the expiration date.

2.4 AWARD

A selection committee shall evaluate all proposals submitted to this R.F.P. The award will be based on general criteria, as outlined in paragraph 2.5 of this R.F.P. After an initial screening process, the Vendor may be asked to make an oral presentation of its proposal. All arrangements and scheduling shall be coordinated by the RFP contact.

The ECSO expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation.

The ECSO reserves the right to withdraw the RFP in whole or in part, at any time and for any reason. Submission of a proposal confers no rights upon the Vendor nor obligates the ECSO in any manner. The ECSO reserves the right to award no Agreement and to solicit additional offers at a later date.

2.5 SELECTION CRITERIA

RELEVANT EXPERIENCE	10%
FINANCIAL PROPOSAL	20%
PROPOSED SOLUTION	40%
OPTIONS OFFERED	20%
OVERALL BENEFIT TO COUNTY	10%

2.6 INSTALLATION REQUIREMENTS

Turnkey Installation – Proposer shall be responsible for all costs associated with the inmate telephone system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day- to-day operation. ECSO shall have no responsibility for any costs associated with the system.

Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.

2.7 SERVICE AND SUPPORT REQUIREMENTS

Successful Contractor shall be responsible for maintenance support on a twenty-four (24) hour, seven (7) day per week basis.

Describe, in detail, your company’s service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Describe how the phones are polled, how often, and what information is gathered during remote diagnostics.

Wherever “**Maintenance**” is specified in this section, it shall mean “**Software and/or Hardware and/or other telephone equipment Maintenance, Support and repair and/or replacement requirements**”.

All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer, and will not be deducted from any commissions.

During the term of any contract awarded as a result of the R.F.P., successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:

1. The implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the Software, Hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the R.F.P.

2. Upgrade the Software and/or hardware to its required performance standards as required in the R.F.P.

Telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week.

Successful proposer shall respond to a telephone request for maintenance within four (4) **hours** after the initial notification.

3. Vendor is requested to offer the option to provide a part time system administrative technician. This individual will be provided to the County by the vendor at no cost to the County. The Administrative Technician will be on site for a minimum of 20 hours per week. The commission form provides space to quote a commission with and without this option.

2.8 CALL RATING AND COMMISSION ACCOUNTABILITY

1. A copy of current rates shall be on file with the County. County must be notified, in writing, of any proposed increases or decreases in the rates charged. County **MUST** approve increases/decreases in rate(s) prior to any change.

2. Any change in Tariff (Increase or Decrease) which is not approved by ECSO in writing in advance of the change shall be grounds for termination of the contract.

3. The commission offered to the County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.

4. Commissions shall be paid on all call types: Collect, Direct Billed, PrePaid Collect, Advance Pay, Debit and Debit Card, Credit Connect to Cellphones, Revenue from third party cellular call processing agreements

5. Commissions shall be paid MONTHLY and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:

Date of Report
Time Period Covered
Total Number Calls

Total Number Minutes
Total Gross Revenue by Source (as defined above)

Such payment shall arrive no later than 45 days following the calendar month for which commissions are being paid.

6. Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, any agreement executed as a result of the R.F.P.

7. Proposer must provide an alternative billing option to called parties who are categorized as unbillable by virtue of their selection of an alternative local carrier for service. System proposed MUST permit the first call attempt to complete and must provide the called party with immediate access to customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number to call for information or account set-up, this MUST NOT be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.

8. Proposer must support the ability to have multiple rate schedules at the facility. For example, state inmates may be housed from time to time and may require the application of unique rate schedules for these inmates only – without impacting rates charged to other inmates. In addition, the County will accept multiple rate/commission proposals for consideration.

9. Commissions shall be presented in the proposal using the enclosed Commission offer form. Failure to complete this form will be grounds for disqualification of your proposal.

10. Facility must have immediate access to rated call records on-site on a near real-time basis. Once a call has ended, the rated call detail record should be available for reporting using the on-site system software and workstation. Remote rating of calls and remote report generation is not an acceptable alternative. This is true even if live remote access to data is provided.

2.9 TECHNICAL REQUIREMENTS AND SPECIFICATIONS

The following identifies the minimum requirements of the desired inmate telephone system:

1. "State of the Art" technology and web based equipment with on site or centralized host/central processor and multilevel password security access. The architecture shall be expandable to allow future growth.
2. The Inmate Phone System shall process all Inmate Calls on an outgoing, station-to-station, and prepaid basis.
3. All phones shall limit one call per connection.

4. Incoming calls shall be limited to only voice mail technology and only when specifically permitted by the facility.
5. All Inmate calls shall be processed by an automated operator and shall not allow access to a live operator at any time.
6. After the dialing sequence, the inmate shall be put “**ON HOLD**”. The inmate shall **NOT** be permitted to monitor call progress and shall **NOT** be allowed to communicate with the called party, until the call is positively accepted.
7. The System shall be capable of informing the called party the amount that will be billed for the call prior to acceptance of the call.
8. The system shall brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility and inmate initiating the call. The system shall have, at a minimum, multi-lingual capabilities for English and Spanish.
9. The system shall provide as a minimum the following security, control and investigative features.
 - A. Deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers. Allow the blocking of specific telephone number such as victims, witnesses, judges, and county staff.
 - B. The system shall be capable of allowing free local calls to certain numbers such as Public Defender, Crime Stoppers, INS Pro Bono, etc.
 - C. The ability to control call duration on the basis of time limits and time of day restrictions, by phone, by location, and by PIN.
 - D. The ability to set time limits and calling hours for destination numbers.
 - E. The capability to assign and use “PIN” management with the inmate telephone system. Integration with the ECSO Jail Management System (JMS) is required to automate the PIN assignment process. This interface cost shall be borne by the selected vendor.
 - F. The system must offer the option of Voice Biometric Technology. This feature:
 - i. Must be an integral part of the call processing system and must offer related analysis tools and capabilities.
 - ii. Shall, at minimum, have the capability to validate an inmate’s voice print and PIN number against a data base, prior to allowing a phone call to be made.
 - iii. Shall analyze all phone calls made from the facility to identify inmates that are using other inmates PIN, identify inmates dialing the same numbers, identify and mark a 3 way call event and provide investigators and detention officers the capability to identify and track gang affiliations Products which continuously analyze the voice throughout the length of the call are preferred. The County will not be a “beta site” for unproven technology. If offering this feature, provide

references where the feature is installed today - IF offering continuous voice verification, your references must include a site where continuous voice verification has been in service for at least 2 years.

- iv. Must be able to allow inmates to automatically enroll their voice for the Voice Biometrics features and automatically assign or allow inmates to create a four digit pass code to be part of their inmate PIN.
- G. The system should provide capability to define a specific data query and then save that query for future data retrieval. System should allow the defined query to be saved as either User Specific (private) or All Users
 - H. The system must provide the system administrator the capability to assign specific roles and responsibilities to each user of the system that will restrict the user's access to specific system functions based on their roles / responsibilities.
 - I. The inmate phone system must offer the capability to allow inmates to register a called number as an attorney telephone number. When the called number is validated and approved by the jail administrator, that called number is automatically added to the system as an approved attorney and attorney call rules will apply (i.e. Do Not Record)
 - J. The system must be able to integrate with the inmate banking system that will provide an inmate the ability to make a debit phone call by accessing an inmate's trust account balance.
 - K. The system should provide the ability to index\categorize recorded conversations to support word search and\or phrase identification
 - L. The system must offer the option to record and monitor the visitation booths.
 - M. The system shall provide an integrated capability to monitor, record, store and retrieve inmate phone conversations on a real time basis and retrieve conversations. Recordings must be stored on-line for the entire contract term with the option to archive to DVD.
 - N. Recording playback function must be able to split inmate side of conversation from called party side of conversation to play on separate speakers for more detailed analysis.
 - O. Provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intralata, interlata/intrastate, or interstate), number of minutes of call, reason for disconnect and total call charges. Reports must be available on-site.
 - P. Provide accurate summary revenue reports on site from any system workstation. Reports must include all call types (collect, prepaid collect and debit/debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, IntraLATA, InterLATA, Interstate, and International.)

- Q. The System shall be capable of producing detailed and summary reports which reveal inmate telephone activity, such as telephone numbers called by more than one inmate.
- R. Revenue Audit - The system shall provide, by the first of each month, a prepared revenue report or allow the user to generate a revenue report, from the call records in the data base, which will provide accurate revenue totals by call type for the preceding month. This report shall provide an accurate audit of the commission revenue to be expected by the county for that month.
- S. Proposer shall supply one or more user workstations with CD burners and printers.
- T. Call Detail Records – Call records and recordings shall be stored on-line throughout the life of the contract. Alternate proposals of archive storage are not acceptable.
- U. Inmate Messaging System - The facility may be interested in a system which allows inmates to send short duration messages (voice mail) to called parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The receiving called party may be charged a reasonable fee for each message.
- V. The System shall offer unlimited secure, remote access capability from any PC or laptop with high speed internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair system functionality or performance in any way and should be at no cost to the county.
- W. Integration with the facility's future Commissary System is required to automate the debit calling option and perform real time debit calls from the inmates commissary account. The system should also provide the option to place Commissary orders through the inmate telephone system. Each proposer will be responsible for contacting the commissary vendor to determine the charges and paying for the interface, if selected.
- X. Kiosks and Terminals - The Proposer shall offer the option of kiosks that perform the following functions:
- i. Lobby kiosks for direct input into an inmate's facility banking account using cash or credit card. The kiosk should provide a transaction receipt and take a picture of the depositor for future reference.
 - ii. A booking kiosk that will allow an inmate to deposit his own funds to his facility banking account, in bills or coins, at the time of booking.
 - iii. Inmate POD kiosks that allow the inmate to order commissary items, send or receive emails, check his personal information (banking balance, court dates, bail amounts) read facility policies, request appointment dates, or request grievance resolutions

- iv. A terminal that will interface with the banking software to obtain an final inmate account balance and issue the inmate a commercial bank ATM card upon release

2.10 EQUIPMENT

1. All telephone equipment provided shall be new and completely operational at cutover.
2. All equipment shall comply with Part 68 FCC Rules and meet or exceed all applicable codes and standards for installation and service.
3. All systems proposed shall meet ADA standards. During the course of the contract, proposer may be required to provide telephones with TDD capability at no charge.
4. All inmate telephones shall be indestructible type telephones suitable for use in a jail, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The hand set cord shall be armored with a stainless steel lanyard. All phone instruments shall be waterproof, fireproof and feature DTMF dialing.
5. All telephone instruments shall be line powered and have UPS back-up power. No separate power supply shall be required. The UPS back-up as other equipment, whether or not specifically mentioned, to complete a total inmate telephone system will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.

2.11 OPTIONS

We are interested in the optional features and technology that each vendor has to offer. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate calling system and enhance our ability to perform investigations. Technologies proposed may be included in the bid at no cost or offered at an additional price, which may be funded from commission revenue. Options should include the following, if available:

1. Cell Phone detections and neutralization service.
(Green List – Approved Cell Phones, Red List – Un-Approved Cell Phones)
2. Video Visitation with Option to Integrate with Commissary Kiosk.
3. Inmate Information IVR Software.
4. Voice Search and Investigative Software

2.12 REFERENCES & EXPERIENCE

Provide a list of at least 5 references who have been customers for at least 6 months. Provide contact information and relevant project information (site size, number of inmate telephones, ADP, contract start date, etc.) If offering biometric technology, identify sites which utilize the proposed features.

Provide a list of all instances over the past 2 years when a customer notified you that their commissions were underpaid or inaccurately paid. Explain the details of the error and how the matter was resolved. Include name of facility and contact person.

Provide a list of all instances over the past 2 years when a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.

Provide a list of all instances over the past 2 years when a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.

COMMISSION OFFER FORM (Page 1 of 3)

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including postalized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered - No Administrator	Commission % with Part Time Administrator
Local					
Intra LATA					
Inter LATA					
InterState					

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered - No Administrator	Commission % with Part Time Administrator
Local					
Intra LATA					
Inter LATA					
InterState					

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered - No Administrator	Commission % with Part Time Administrator
Local					
Intra LATA					
Inter LATA					
InterState					
International					

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee		
Prepaid Account Funding Fee via Internet		
Prepaid Account Funding Fee via Telephone		
Refund Fee		
Account Maintenance Fee		
Inactive Account Fee		
Regulatory Cost Recovery Fee		
Universal Service Fund Administrative Fee		
Other? Describe any other fees that are not covered above		

Policies

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?	
Does vendor or subcontractor provide ready access to live agents via telephone?	
After what period of inactivity does a prepaid account balance expire?	
How long does it take after a credit card deposit is received before calling is restored? (# minutes, hours, days?)	

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.9 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000
Gross PrePaid Collect Revenue	\$15,000
Gross Debit Revenue	\$ 5,000
Total Revenue	\$45,000
Cost of Phone Lines & Transport	\$ 1,900
Cost of System & Maintenance	\$ 2,000
Cost of Unbillable Calls	\$ 900
Cost of Bad Debt	\$ 3,950
Cost of Billing & Collection	\$ 1,250
Commission Amount Due for Sample Month based on Proposed Commission Percentage (Exact check amount)	\$_____

By submitting this proposal, _____(enter vendor company name) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party, or inmate regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. _____ (vendor name) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:_____

Title:_____

Date:_____